

Tit bits from Ghanaian Quality Assurance Units

University of Cape Coast

Name of Unit: Directorate of Academic Planning and Quality Assurance (DAPQA)

Tracer Studies of UCC Alumni

UCC sent out questionnaires to organizations which UCC graduates were working. Employers were asked to rank the workers on a five point scale as follows unsatisfactory (1), fair (2), good (3), very good (4) and excellent (5).

Aspects of UCC alumni's work included: job knowledge, dependability, leadership ability and punctuality.

The alumni were asked to complete questionnaires. An important section of the questionnaire requested alumni to comment on relevance of courses they had pursued. The graduates were to rate aspects such as relevance of programme of study to current job; Contribution of UCC programme of study to competencies. Respondents were to tick one of the following which they thought appropriate: none, very little, little, much, very much.

Among others, respondents were also asked to state aspects of problems they like to be maintained or changed. They were also asked to rate conditions of service for employees in their current organizations on the following scale: Poor, satisfactory, good, very good and excellent.

KNUST

The main objectives of the Unit are to enhance quality of teaching and research. To ensure that staff do research and meet the expectations of the University, the unit requires from staff current researches undertaken. These are compiled on departmental basis and published annually as "Bulletin".

In grading staff, the unit relies on students' assessment of the lecturers. For this purpose the Unit has designed scannable forms which are given to students to fill and thereafter processed for results. The Representative in his submission, indicated further that staff whose performances have been consistently good are further motivated sometimes with cash prizes. On the other hand, the Unit liaises with the Human Resources Department to organize training workshops for those whose performance did not meet the mark as well as newly appointed staff.

The Unit was further responsible for assessing departmental overall performance annually, using the number of research work undertaken, the number of students (lecturer-student ratio), the quality of staff and equipment. The purpose of this assessment, again, was to identify departments in distress and to help them to help address some of the problems in the departments.

The Unit has also moved on to assess non teaching staff. This, however, was started gradually since the

logistics to do so effectively appear unavailable. The Unit also liaises with the Human Resources Department to organize training for newly appointed lecturers.

The Committee cautioned that the assessment of the departments should not be competitive but must help to identify the shortcomings of the departments and to advise management accordingly. It advised further that the results of staff assessment must be confidential.

UG

The Unit also assessed teaching and learning facilities, text administration, text books availability and usage as well as the management of large class sizes, among others. He added that UG assessed senior staff, heads of department and lecturers. He said Deans assessed Heads of Department while the Provost assessed the Deans. The Provost is also responsible for reinforcing good performance.

NATIONAL PERSPECTIVE

The National Committee of Quality Assurance is working on guidelines for Quality Assurance nation wide. In the mean time the Inter-University Quality Assurance committee proposed

INTERNATIONAL PERSPECTIVE

A document on the ranking of world universities was distributed to members. This document was a Web page showing the position of the top 100 universities in the world. This could be viewed at:
http://www.webometrics.info/top100_continent.asp?cont=africa